LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH PROGRAM SUPPORT BUREAU – QUALITY IMPROVEMENT DIVISION

Departmental Quality Improvement Council Meeting

A G E N D A
January 8, 2018
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair Karen Lee, M.D.,/Carol Eisen, M.D., Co-Chairs

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I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:20	Clinical Quality Improvement > OMD Report Updates	M. Ann O'Donnell
III	9:20 – 9:45	SA QIC Reports & Countywide Children's QIC Report	QIC Members
IV	9:45 – 10:00	ACCESS Updates on Referral Issues	J. Walters
V	10:00 – 10:05	Patients' Rights Office Updates	M. Hernandez
VI	10:05 – 10:10	Compliance, Privacy, & Audit Svcs Bureau Policy Updates	R. Faveau
VII	10:10 – 10:15	Cultural Competence Updates	S. Chang Ptasinski
VIII	10:15 – 10:30	QID Updates > EQRO Final Report Distribution > QI Work Plan Goals Review at SA QICs > QI Work Plan Goals CY 2018	N. Kasarabada
		Announcements:	

Next Meeting
February 12, 2018
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Departmental Quality Improvement Council	Date:	January 8, 2018	
550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Carol Eisen, M.D./Karen Lee, M.D.			
Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Caesar Moreno; Cathy Williamson; Courtney Stephens; Dara Vines; David Crain; David Tavlin; Debra Mahoney; Debi Berzon-Leitelt; Edward Jai; Elizabeth Gildemontes; Elizabeth Mota; Emilia Ramos; Gassia Ekizian; Jerry Sefiane; Jessica Walters; Jose Gallegos; Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; LyNetta Shonibare; Maria Gonzalez; Martin Hernandez; Michele Munde; Michelle Rittel; Neena Paltanwala; Sandra Chang Ptasinski; Stacey Fonseca; Susan Park; Yen-Jui-Lin Carol Eisen; Christina Kubojiri; Greg Tchakmakjian; Leticia Ximenez; Margaret Faye; Mary Ann O'Donnell; Monika Johnson; Randolph Faveau; Susan Lam; Wendy Lopez			
Discussion and Findin	gs	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
The meeting was called to order at 9:00	0 a.m.	QIC members attended this meeting.	Dr. Kasarabada
The December minutes were reviewed		Minutes were reviewed and approved	QIC Membership
	S50 S. Vermont Ave., 10 th Floor Conf. Rm. Naga Kasarabada, Ph.D. Carol Eisen, M.D./Karen Lee, M.D. Alyssa Bray; Angelica Fuentes; Antonic Williamson; Courtney Stephens; Dara Y Elizabeth Gildemontes; Elizabeth Mota Karen Lee; Kimber Salvaggio; Kisha Tl Michele Munde; Michelle Rittel; Neena Carol Eisen; Christina Kubojiri; Greg T Johnson; Randolph Faveau; Susan Lai	Quality Improvement Council 550 S. Vermont Ave., 10 th Floor Conf. Rm. Naga Kasarabada, Ph.D. Carol Eisen, M.D./Karen Lee, M.D. Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbar Williamson; Courtney Stephens; Dara Vines; David Crain; Elizabeth Gildemontes; Elizabeth Mota; Emilia Ramos; Ga Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harv Michele Munde; Michelle Rittel; Neena Paltanwala; Sandra Carol Eisen; Christina Kubojiri; Greg Tchakmakjian; Letici	Quality Improvement Council 550 S. Vermont Ave., 10 th Floor Conf. Rm. Naga Kasarabada, Ph.D. End Time: 10:30 a.m. Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Caesa Williamson; Courtney Stephens; Dara Vines; David Crain; David Tavlin; Debra Mahoney; Debi Berz Elizabeth Gildemontes; Elizabeth Mota; Emilia Ramos; Gassia Ekizian; Jerry Sefiane; Jessica Walte Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; LyNetta Shonibare; Maria Gonzalez; Michele Munde; Michelle Rittel; Neena Paltanwala; Sandra Chang Ptasinski; Stacey Fonseca; Susa Carol Eisen; Christina Kubojiri; Greg Tchakmakjian; Leticia Ximenez; Margaret Faye; Mary Ann O'D Johnson; Randolph Faveau; Susan Lam; Wendy Lopez Discussion and Findings Decisions, Recommendations, Actions, & Scheduled Tasks The meeting was called to order at 9:00 a.m. QIC members attended this meeting.

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	Ms. Benosa and Ms. Ngo provided an update and clarification on the conversion of legal entities and contract providers on Safety Intelligence online reporting system from clinical incident report paper reporting. Also Ms. Benosa and Ms. Ngo stated that Contract Providers/legal entities frontline reporters, managers or higher should have applied for a C-number by Thursday February 15, 2018. All clinical event reports should be submitted via the Safety Intelligence online reporting system starting Monday April 2 nd , 2018. Please note, that Clinical Risk Management will NOT be accepting paper reports starting Monday April 2 nd , 2018.	The next webinar will be held on Thursday January 18 th , 2018 from 2:00-3:00 via skype.	D. Benosa L. Ngo
SA QIC's Reports & Countywide Children's QIC	SA 1: Dark in December.	Next meeting: January 9, 2018.	B. Paradise
Report	SA 2: Information from this meeting was disseminated to providers who attended the SA QIC meeting.	Next meeting: January 18, 2018. Dr. Chang Ptasinski will present on the Cultural Competence Plan.	K. Salvaggio
	SA 2 Children's: Dark in December.	Next meeting: February 15, 2018.	M. Rittel
	SA 3: Information from this meeting was disseminated to providers. Safety Intelligence and C# number were also discussed.	Next meeting: February 21, 2018.	S. Fonseca
	SA 4: Dark in December.	Next meeting: January 16, 2018.	Y. Jui-Li
	SA 5: Dark in December.	Next meeting: January 9, 2018.	D. Vine

Dept. QIC Meeting January 8, 2018 Page 3

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 6: Ms. Thompson reported that SA QI members discussed the survey regarding Access Center calls referrals processes and SRTS.	Next meeting: January 25, 2018. Dr. Chang Ptasinski will present on the Cultural Competence Plan.	K. Thompson
	SA 7: Dark in December.	Next meeting: January 16, 2018.	A. Banuelos
	SA 8: Dark in December.	Next meeting: January 17, 2018. Dr. Kasarabada discussed the importance of sharing communication to providers at the SA QIC.	M. Munde
	Countywide Children's: Dark in December.	February 8, 2018. Dr. Chang Ptasinski will present on the Cultural Competence Plan. Dr. Kasarabada is requesting to present on the MHSIP November 2016 data in the near future.	D. Mahoney
ACCESS Update	Dr. Walters provided an update on referrals issues. She distributed to each Service Area QIC Chair the list of clinics temporarily not accepting clients. Dr. Walters will follow up on the list every month. She stated that this issue has been addressed with the district chiefs and a list is provided to Ms. Terri Boykins. The Appointment Line at the ACCESS Center is receiving appointment requests for consumers who have received MH services in the past from clinics who are now unable to serve these consumers for various reasons. QIC chair members were reminded that if they are not able to accommodate a consumer that they should contact the SA Navigator and/or link the consumer to an appropriate provider.		J. Walters

Dept. QIC Meeting January 8, 2018 Page 4

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patient Rights Office (PRO)	Mr. Hernandez stated that he met with CIOB staff regarding the new database/program and provided an update on how to meet the needs for the Change of Provider Report (COP). The new program is scheduled to roll out by the end of this month or next month. The first phase will be for directly operated, then the second phase for contract providers, it is going to be friendly user. It will be very useful for the providers to generate their own reports.	Dr. Kasarabada will be notified as soon as the training becomes available.	M. Hernandez
	Mr. Gallegos stated that a majority of the providers have sent their logs with the exception of SA 1.	COP Logs are due on the 10 th of every month.	J. Gallegos
Compliance, Privacy, & Audit Services Bureau	Ms. Fuentes introduced Ms. Paltanwala she will be attending the Departmental QIC meeting. Ms. Fuentes provided an update on policies and reviewed the handout.		A. Fuentes
Cultural Competency (CC) Updates	Dr. Chang Ptasinski provided an update on the 2017 Cultural Competency Committee workgroups for 2017 as follows: The System Transformation workgroup focused on identifying ways to incorporate peers into the system of care. Dr. Chang Ptasinski shared the definition of peer generated by the workgroup members, which involved approximately 20 to 25 consumers. The workgroup identified services that could be provided by peers in various community-based settings as well as trainings that would strengthen the peer's abilities. The Physical Disabilities workgroup focused on researching the definition of physical disabilities and the broad range of service needs of persons who have physical disabilities. The workgroup also identified environmental disparities [lack of ramps, handrails, elevators, etc.] and communication disparities [equipment needed].		S. Chang Ptasinski

Dept. QIC Meeting January 8, 2018 Page 5

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency (CC) Updates cont.	A recommendation was made for the CCC to collaborate in the implementation of the Disabilities Underserved Cultural Communities subcommittee. Another recommendation is for DMH to implement a conference focusing on this underserved population.	Anyone interested in joining the subcommittee please email Mirtala Parada Ward.	S. Chang Ptasinski
EQRO Final Report Distribution	The Final EQRO Report was received last Friday. The final report was sent to all QIC members via email. Dr. Kasarabada summarized the ratings related to the key components focusing on Access to Care, Timeliness of Services, and Quality of Care and explained the ones that received "Partially Met" or "Not Met" ratings.	Dr. Kasarabada asked QIC Chairs/Co- Chairs to distribute the report to all providers and QIC members with a brief overview of the findings of the review, and she also mentioned that the report is posted on the PSBQI website.	N. Kasarabada
QI Work Plan Goals Review at SA QICs	Dr. Kasarabada asked QIC Chairs to review the comments in the report related to variance in the interpretation of standards for QI Work Plan goals across Systems of Care and to ensure they were consistent with what is discussed at the Departmental QIC meeting.		N. Kasarabada
Open Ended Comments	Dr. Kasarabada discussed the issue noted with completing a narrative with the open ended comments survey form that is due on Jan 15, 2018 to QID. Dr. Shonibare is currently working with Dr. Adegbola trying to resolve the problem. A new form will be sent to QIC Chairs/Co-Chairs via email.		N. Kasarabada
QI Work Plan Goals CY 2018	Dr. Kasarabada stated these will be reviewed at upcoming QIC meetings due to shortage of time.		N. Kasarabada
Handouts:	Policy/Procedure Update January 8, 2018		
Announcements:	None		

Respectfully Submitted,